

Affiliated Computer Services



2005 Enrollee Satisfaction Survey

Enrollee Satisfaction Survey 2005

Purpose

Affiliated Computer Services (ACS) conducted a CommunityCARE Enrollee Satisfaction Survey to determine enrollee satisfaction with their primary care provider (PCP) and the CommunityCARE program. The results of this survey were compared to survey results from 2002 to assess changes in enrollee satisfaction and to determine areas in need of improvement. The absence of Region 1, Region 4 and parts of Regions 7 and 8 during the 2002 survey should be considered during review of these results.

Target Population and Sample Size

In accordance with the Health Plan Employer Data and Information Set (HEDIS) guidelines, ACS adopted a definition of the target population as: All CommunityCARE enrollees who have been enrolled continuously in the last six months with no more than one gap in enrollment longer than 30 days. The population consisted of enrollees randomly selected from a list of CommunityCARE members provided by the fiscal intermediary. HEDIS recommends a statistical sample size of 411 for any target population greater than 12,000 members. This sample accurately assesses results with a confidence level of ninety-five percent. The confidence level represents how often a true percentage of the population, who would pick an answer, lies within this confidence interval.

Survey Instrument

The Health Plan Employer Data and Information Set (HEDIS) and the Consumer Assessment of Health Plans Survey (CAHPS) methodologies were used to design the 2002 survey instrument. Upon request from DHH, ACS updated this survey instrument with the addition of several questions (Questions 25, 26 and 29). The survey instrument included questions for adults as well as children and was designed to be easy to understand and appropriate for the CommunityCARE population. Following careful review, DHH approved the new survey instrument. The instrument was beta-tested by ACS staff prior to use.

The types of questions utilized included:

- Three, four, and five point Likert Scales
- Numeric and Text Open Ended (Please refer to Appendix II for Open ended comments)
- Yes/No/Not Applicable

General categories of questions included in the survey were:

- Demographics
- Access to Primary Care
- Health Care Received
- CommunityCARE Hotline
- General CommunityCARE Program Satisfaction
- Education Efforts by the CommunityCARE Doctor
- Children's Healthcare Delivery
- Use of Nurse Helpline

Data Collection

The chosen method of data collection was through Computer Assisted Telephone Interview. During March 2005, ACS Customer Service Representatives (CSRs) collected telephone survey responses from a random sample of CommunityCARE members. CSRs made these calls using a script based on CAHPS recommendations. ACS developed and implemented a training course for CSRs to ensure inter-rater reliability and avoid the skewing of data due to surveyor bias. ACS's Information Technology (IT) Department used a program proven to capture important data and compiled the data obtained from the survey for further analysis. Using the data collected, ACS summarized the findings. (A copy of the survey instrument and training program are included as Appendix 1.)

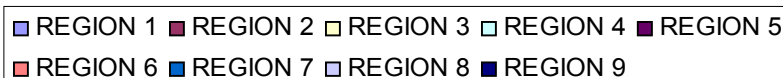
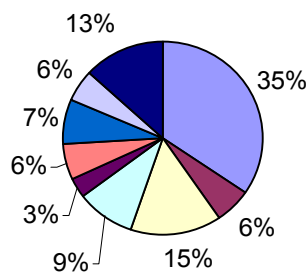
Summary of Survey Findings

Summary of the findings are as follows:

Demographics

- **Question 2-** Age ranges of the respondents were as follows: Eighty-five percent were from birth to 20 years of age. Fifteen percent were from 21 to 65 years of age. This approximates the Medicaid population.
- **Question 3-** Fifty-seven percent of the respondents were female and forty-three percent were male.
- **Question 4-** The following chart represents the regions the survey respondents lived in:

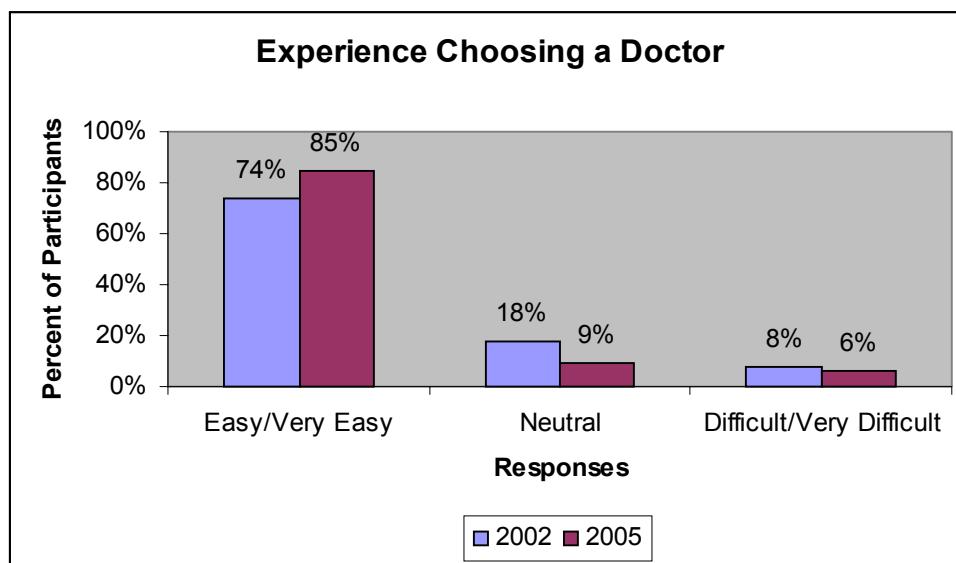
RESPONDANTS BY REGION



REGION	PARISHES	RESPONDENTS	REGION	PARISHES	RESPONDENTS
REGION 1	JEFFERSON ORLEANS PLAQUEMINES ST. BERNARD	141(35%)	REGION 6	AVOUELLES CATAHOULA CONCORDIA GRANT LASALLE RAPIDES VERNON WINN	24(6%)
REGION 2	ASCENSION EAST BATON ROUGE EAST FELICIANA IBERVILLE POINTE COUPEE WEST BATON ROUGE WEST FELICIANA	26(6%)	REGION 7	BIENVILLE BOSSIER CADDO CLAIBORNE DESOTO NATCHITOCHE RED RIVER SABINE WEBSTER	30(7%)
REGION 3	ASSUMPTION LAFOURCHE ST. CHARLES ST. JAMES ST. JOHN ST. MARY TERREBONNE	60(15%)	REGION 8	CALDWELL EAST CARROLL FRANKLIN JACKSON LINCOLN MADISON MOREHOUSE OUACHITA RICHLAND TENSAS UNION WEST CARROLL	23(6%)
REGION 4	ACADIA EVANGELINE IBERIA LAFAYETTE ST. LANDRY ST. MARTIN VERMILION	39(9%)	REGION 9	LIVINGSTON ST. HELENA ST. TAMMANY TANGIPAHOA WASHINGTON	54(13%)
REGION 5	ALLEN BEAUREGARD CALCASIEU CAMERON JEFFERSON DAVIS	14(3%)			

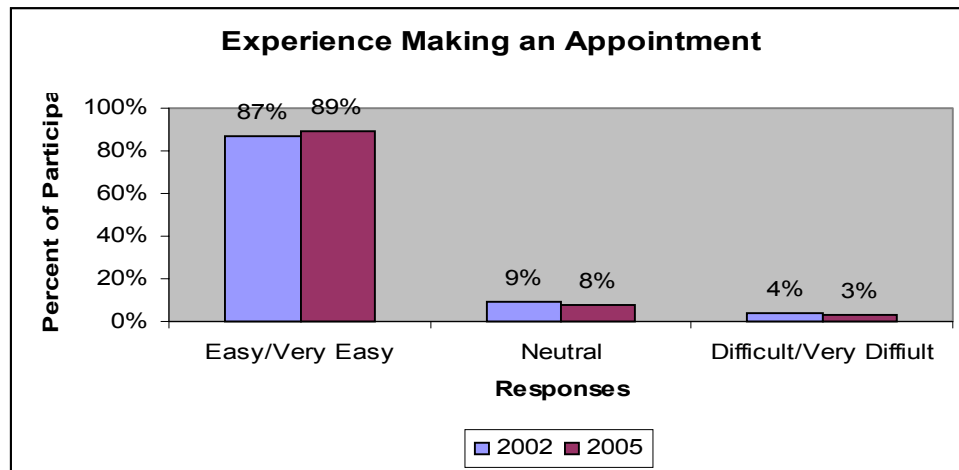
Access to Primary Care

- **Question 7-** Eighty-five percent of the respondents rated their experience in choosing a CommunityCARE doctor as very easy or easy compared to seventy-four percent who chose this answer in the previous survey. Nine percent of respondents were neutral compared to eighteen percent who chose this answer in the previous survey. Six percent of respondents said the experience was difficult or very difficult compared to eight percent who chose this answer in the previous survey. Respondents that chose difficult or very difficult as a response were not satisfied with the choices of Doctors that they had or the number of Doctors that they had to choose from in their area. Overall satisfaction with this indicator improved by eleven percent. The following chart represents these findings.

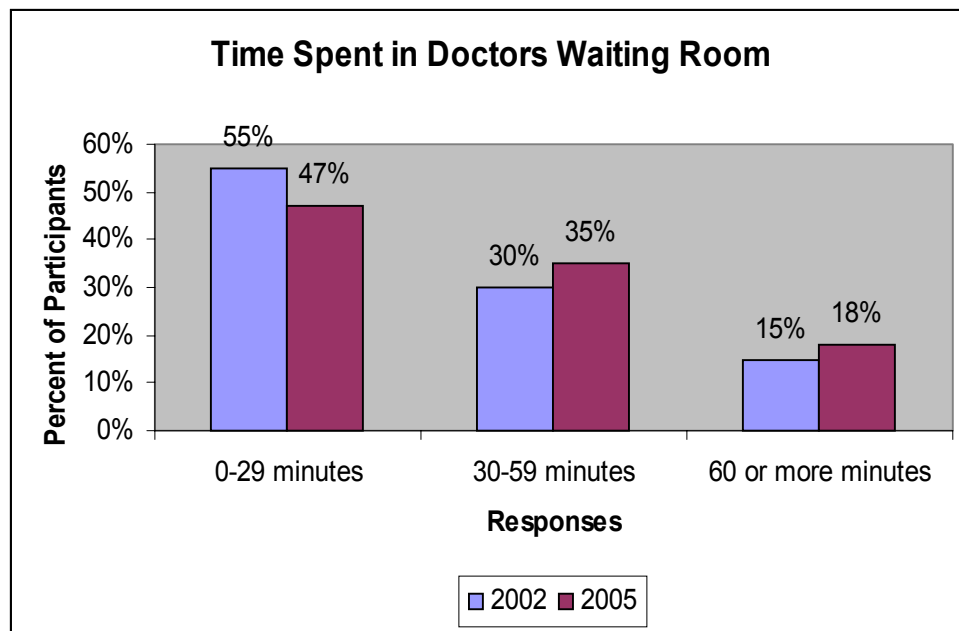


- **Question 8-** Fifteen percent of respondents had never received care from their CommunityCARE Doctor. Eighty-five percent of respondents had received care from their CommunityCARE Doctor at least once. The length of time that the respondents received medical care from their CommunityCARE Doctor ranged from one month to twenty-two years.

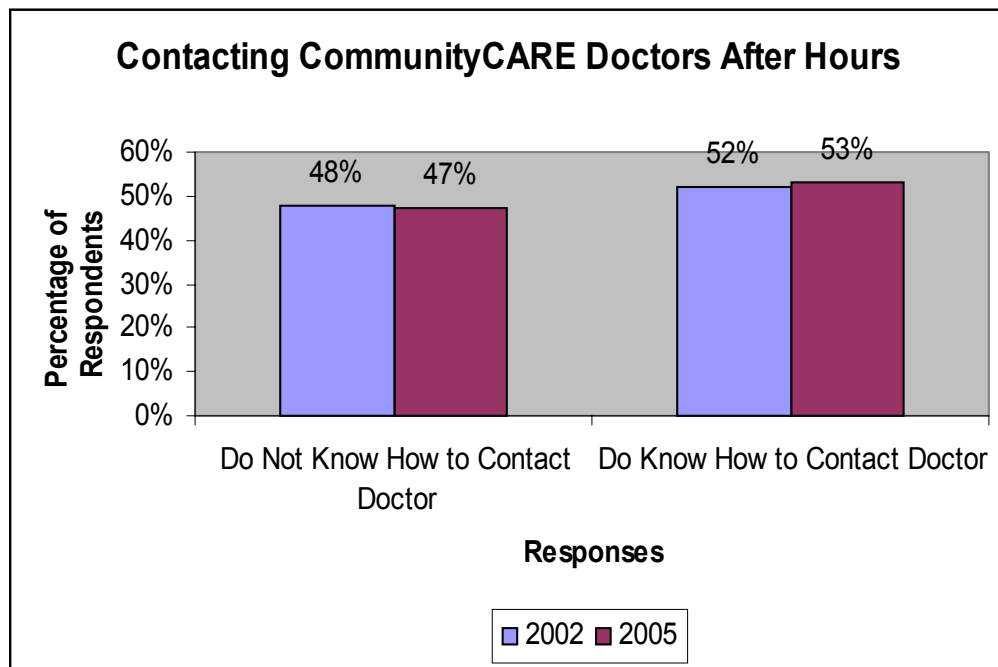
- **Question 9-** Eighty-nine percent of respondents rated their experience in making appointments with their CommunityCARE doctor as very easy or easy compared to eighty-seven percent who chose this answer in the previous survey. Eight percent were neutral compared to nine percent who chose this answer in the previous survey. Three percent rated their experience as difficult or very difficult compared to four percent who chose this answer in the previous survey. Respondents that chose difficult or very difficult as a response to this question were unsatisfied with the amount of time that they had to wait to get an appointment with their CommunityCARE Doctor. The following chart represents these findings.



- **Question 10-** Forty-seven percent of respondents reported waiting 0-29 minutes in their Doctors waiting room compared to fifty-five percent who chose this answer in the previous survey. Thirty-five percent of respondents reported waiting 30-59 minutes in the Doctors waiting room compared to thirty percent who chose this answer in the previous survey. Eighteen percent of respondents reported waiting 60 or more minutes in the Doctors waiting room compared to fifteen percent who chose this answer in the previous survey. Since the last survey CommunityCARE enrollee's responses indicate that the amount of time waiting in their Doctors waiting rooms has increased. The following chart represents these findings.

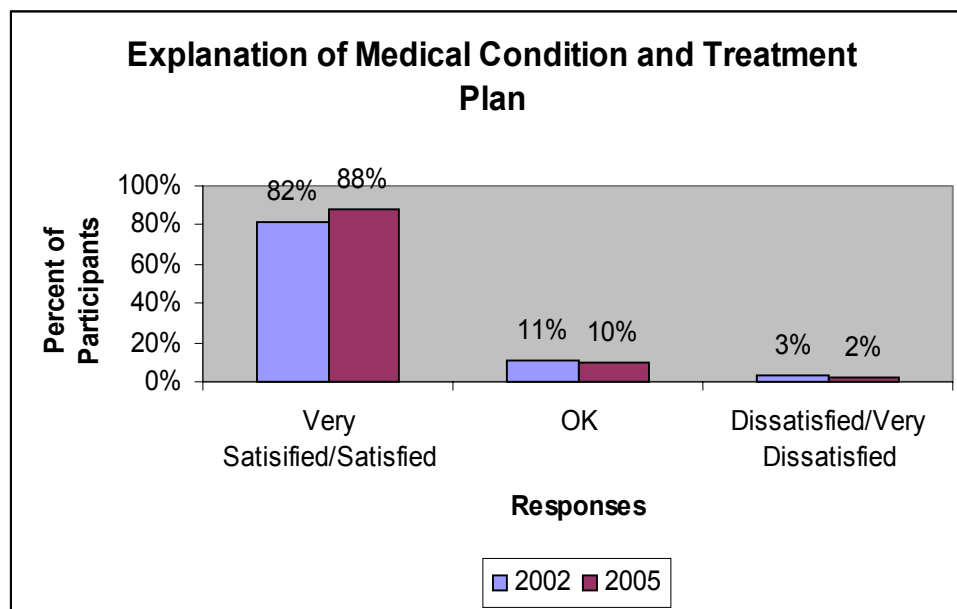


- **Question 11-** Fifty-three percent of respondents knew how to contact their CommunityCARE Doctor after hours compared to fifty-two percent who chose this answer in the previous survey. Forty-seven percent of respondents did not know how to contact their CommunityCARE Doctor after hours compared to forty-eight percent who chose this answer in the previous survey. The number of respondents knowing or not knowing how to contact their CommunityCARE Doctor has not changed significantly. The following chart represents these findings.



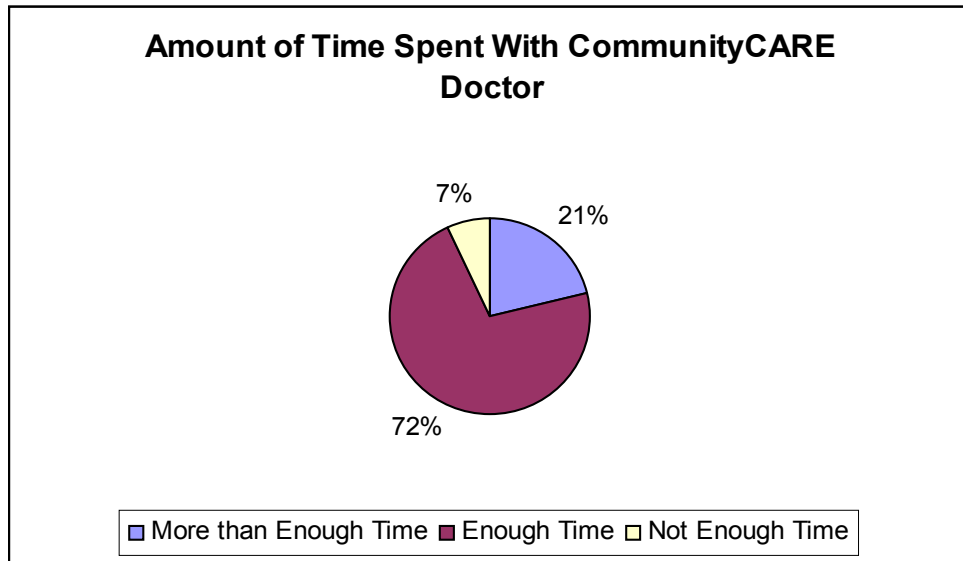
Health Care Received

- **Question 12-** Eighty-eight percent of respondents reported the Doctor's staff to be always or usually courteous and helpful. Ten percent were neutral and two percent of the respondents reported the Doctor's staff to be usually not or never courteous and helpful.
- **Question 13-** Eighty-eight percent of the respondents were either very satisfied or satisfied with the explanations of their medical condition(s) and treatment plan(s) compared to eighty-two percent who chose this answer in the previous survey. Eleven percent of respondents were neutral compared to ten percent who chose this answer in the previous survey. Two percent were dissatisfied or very dissatisfied compared to three percent who chose this answer in the previous survey. An increase in satisfaction is noted. The following chart represents these findings.

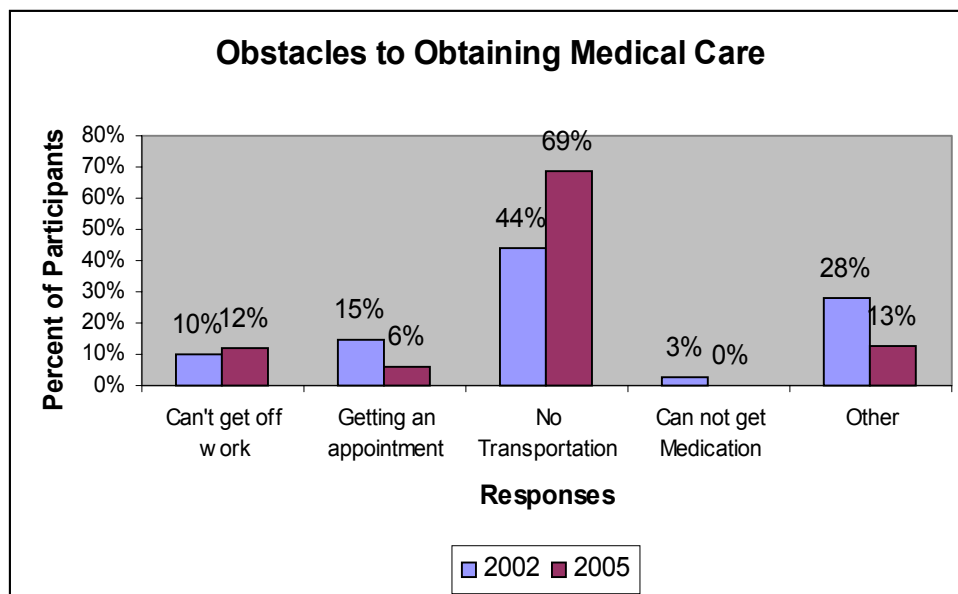


- **Question 13a-** Eighty-seven percent of the respondents were either very satisfied or satisfied that their medical problems were found and treated. Eleven percent of respondents were neutral. Two percent of respondents were dissatisfied or very dissatisfied. These responses reflect no change from the last survey.

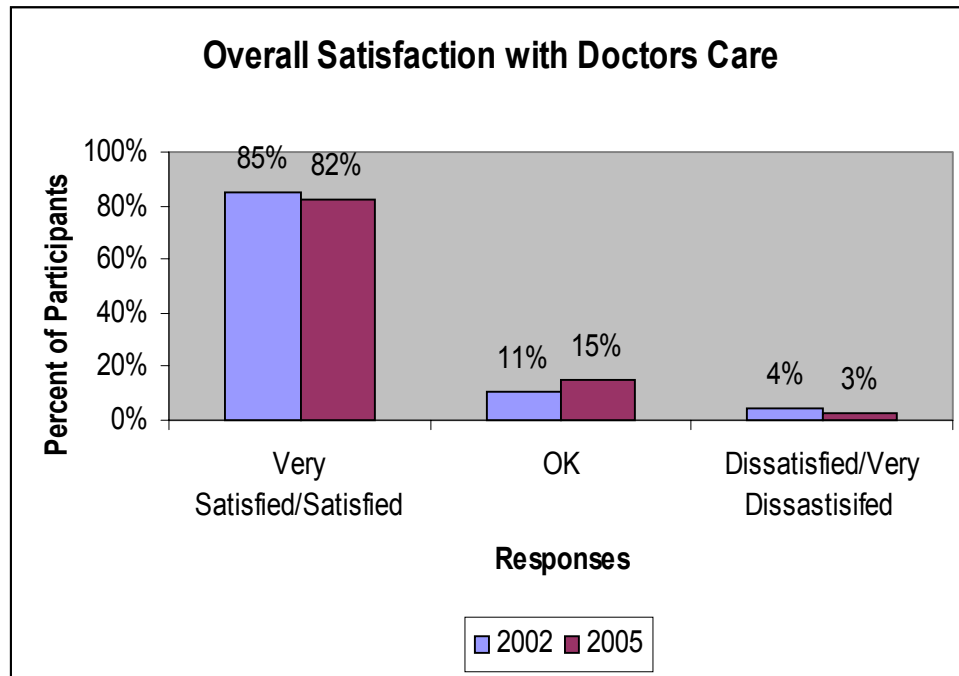
- **Question 15-** Twenty-one percent of respondents said that their CommunityCARE Doctor spent more than enough time with them. Seventy-two percent of respondents said that their CommunityCARE Doctor spent enough time with them. Seven percent of respondents said that their CommunityCARE Doctor did not spend enough time with them. The following chart represents these findings.



- Question 16-** Thirteen percent of the respondents stated they had obstacles to obtaining medical care compared to nine percent who chose this answer in the previous survey. Of the thirteen percent that had obstacles, sixty-nine percent reported having problems with transportation compared to forty-four percent who chose this answer in the previous survey. Six percent stated they have trouble getting an appointment compared to fifteen percent who chose this answer in the previous survey. Twelve percent could not get off of work compared to ten percent who chose this answer in the previous survey. Twenty-eight percent stated “other” compared to thirteen percent who chose this answer in the previous survey. An increase in problems with getting transportation and a decrease in problems with getting an appointment is noted. The following chart represents these findings.

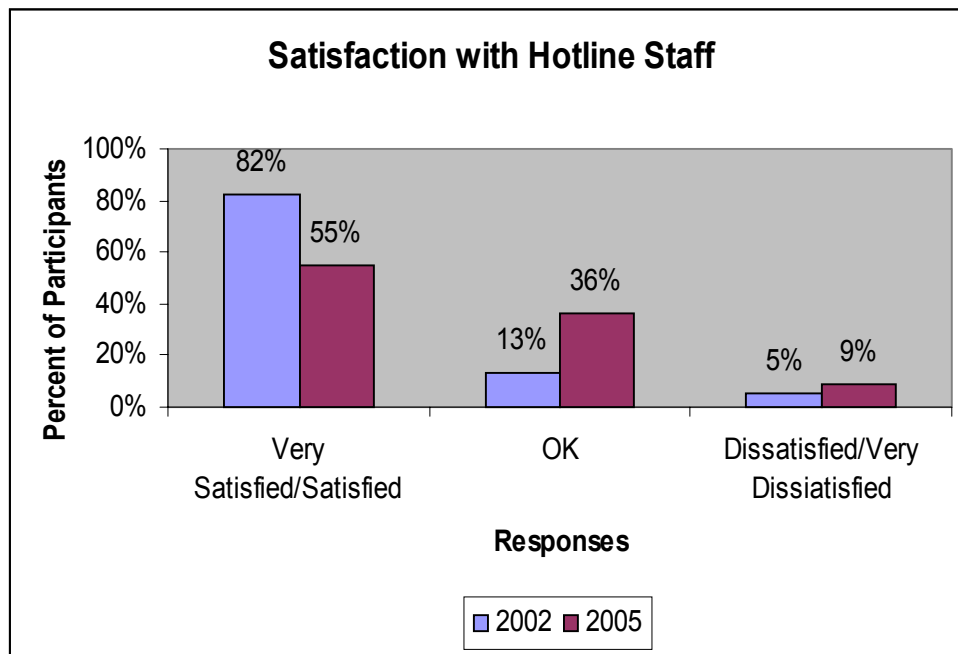


- **Question 17-** Eighty-two percent of the respondents were very satisfied or satisfied with the overall care they received from their CommunityCARE doctor compared to eighty-five percent who chose this answer in the previous survey. Fifteen percent were neutral compared to eleven percent who chose this answer in the previous survey. Three percent were either dissatisfied or very dissatisfied compared to four percent who chose this answer in the previous survey. A shift from the Satisfied to the OK response is noted. The following chart represents these findings.



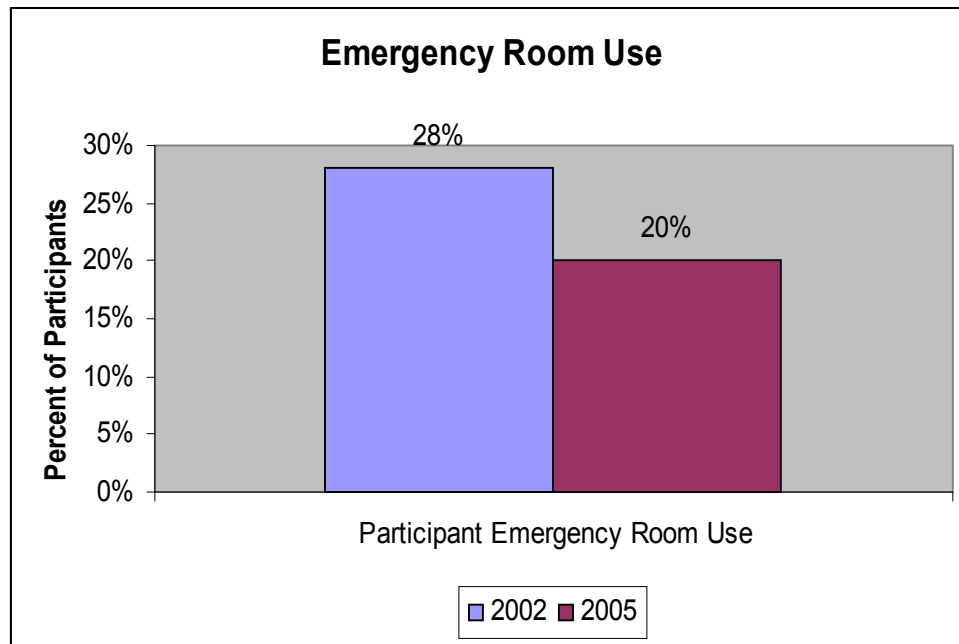
CommunityCARE Hotline

- **Question 18-** Twenty-two percent of respondents had called the CommunityCARE hotline. Out of these respondents fifty-five percent were either very satisfied or satisfied compared to eighty-two percent who chose this answer in the previous survey. Thirty-six percent were Neutral compared to thirteen percent who chose this answer in the previous survey. Nine percent were either dissatisfied or very dissatisfied compared to five percent who chose this answer in the previous survey. A shift from the Satisfied to the OK response is noted. The following chart represents these findings.



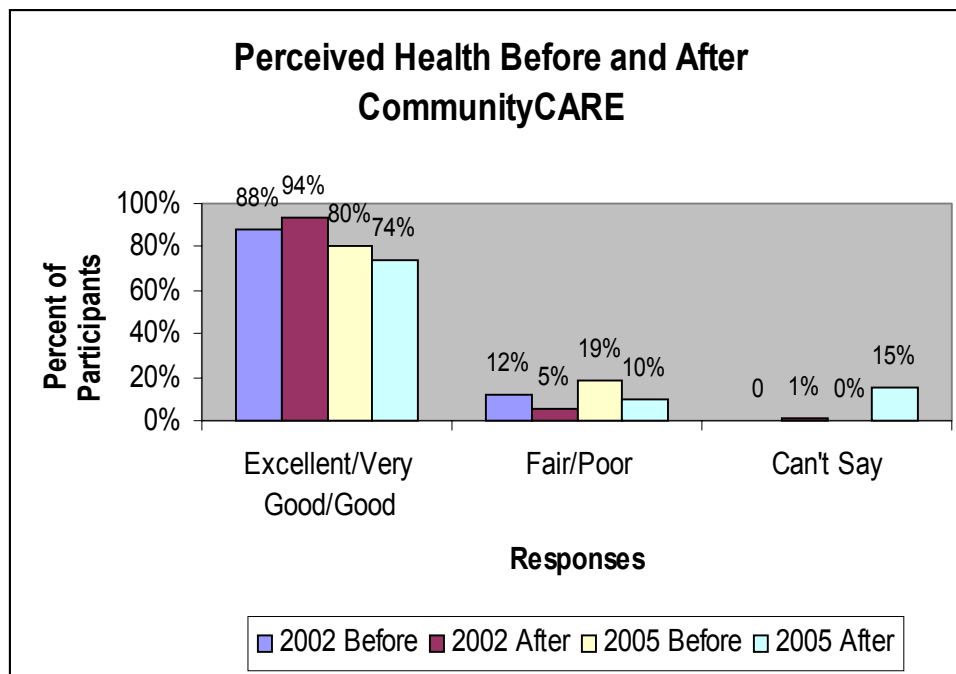
Emergency Care

- **Question 19-** Twenty percent of respondents stated that in addition to their CommunityCARE doctor they also receive care in the emergency room compared to twenty-eight percent who chose this answer in the previous survey. A decrease in emergency room usage is noted. The following chart represents these findings.

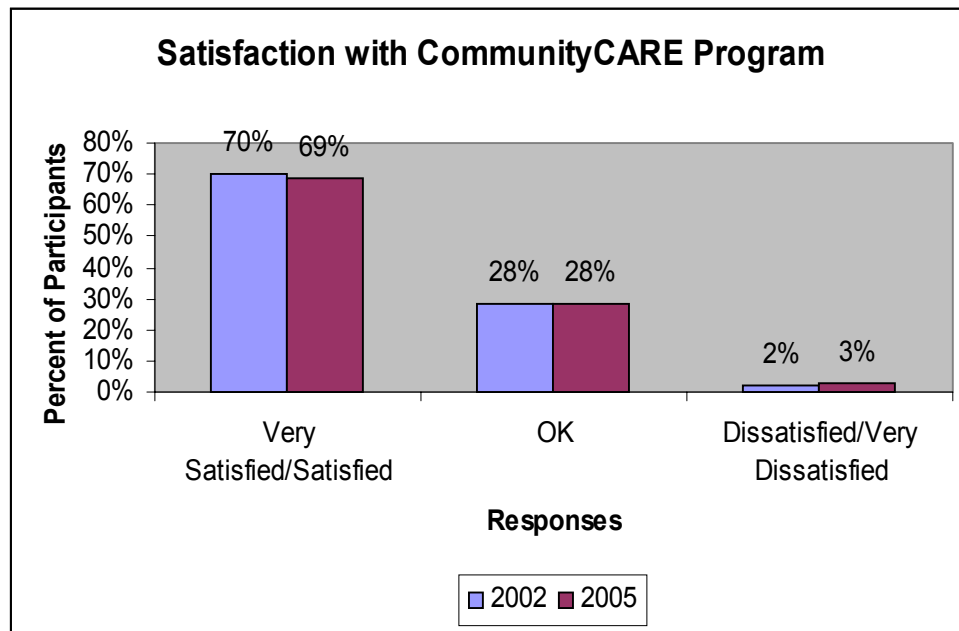


General CommunityCARE Program Satisfaction

- **Questions 20 and 21-** Eighty percent of respondents stated their health was excellent, very good, or good before enrolling in the CommunityCARE program compared to eighty-eight percent who chose this answer in the previous survey. Seventy-four percent or respondents stated their health was excellent, very good or good after enrolling in the CommunityCARE program compared to ninety-four percent who chose this answer in the previous survey. Nineteen percent of respondents stated their health was either fair or poor before enrolling in the CommunityCARE program compared to twelve percent who chose this answer in the previous survey. Ten percent stated their health was fair or poor after enrolling in the CommunityCARE program compared to six percent who chose this answer in the previous survey. Noted is the decrease in excellent/ very good/ good responses after enrolling in the CommunityCARE program. Also noted is the increase in the “Can’t Say” response after enrolling in the CommunityCARE program indicating participant ambiguity about whether their health status had changed. The following chart represents these findings.

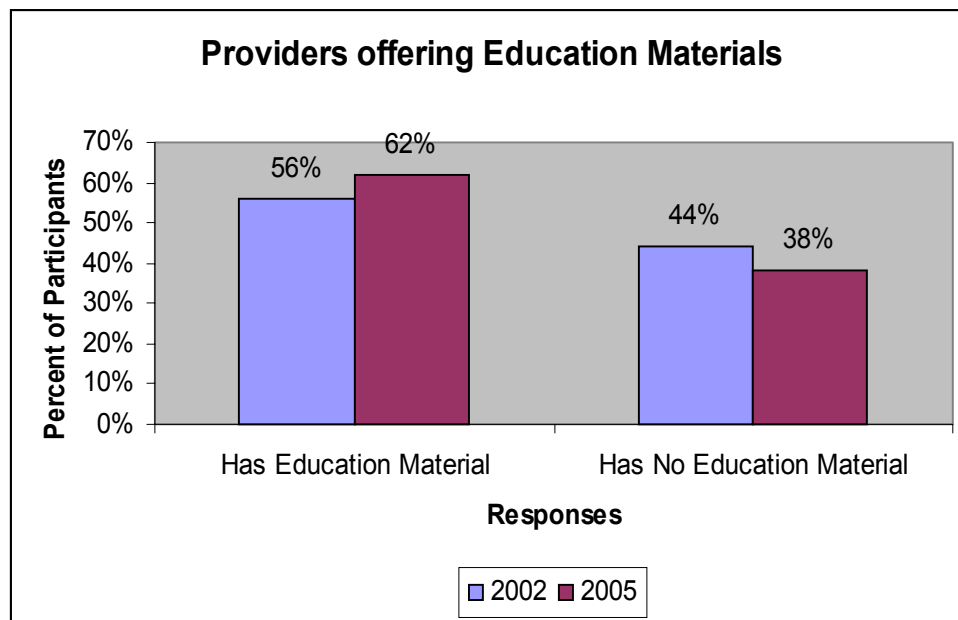


- **Question 22-** Sixty-nine percent of respondents rated their overall satisfaction with the CommunityCARE program as very satisfied or satisfied compared to seventy percent who chose this answer in the previous survey. Twenty-eight percent were neutral which reflects no change from the previous survey. Three percent rated their overall satisfaction as dissatisfied compared to two percent who chose this answer in the previous survey. The following chart represents these findings.



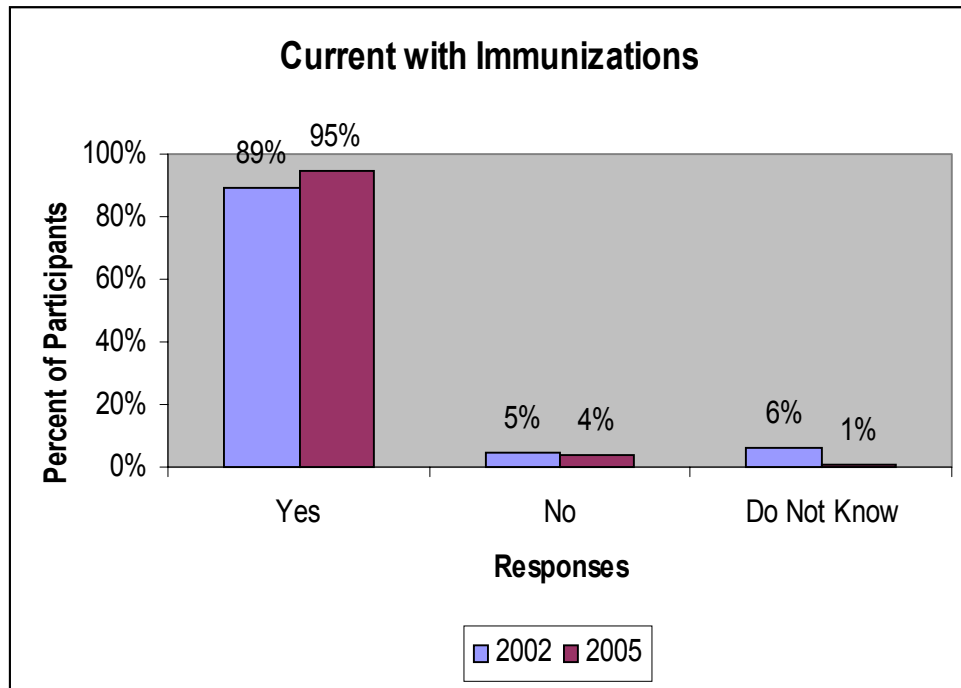
Education Efforts by the CommunityCARE Doctor

- **Question 14-** Sixty-two percent of respondents stated that their Provider had offered them educational material as compared to fifty-six percent who chose this answer in the previous survey. Thirty-eight percent stated they had not been offered any health educational material from their Provider compared to forty-four percent who chose this answer in the previous survey. An increase in Providers offering educational material for their enrollees is noted. The following chart represents these findings.

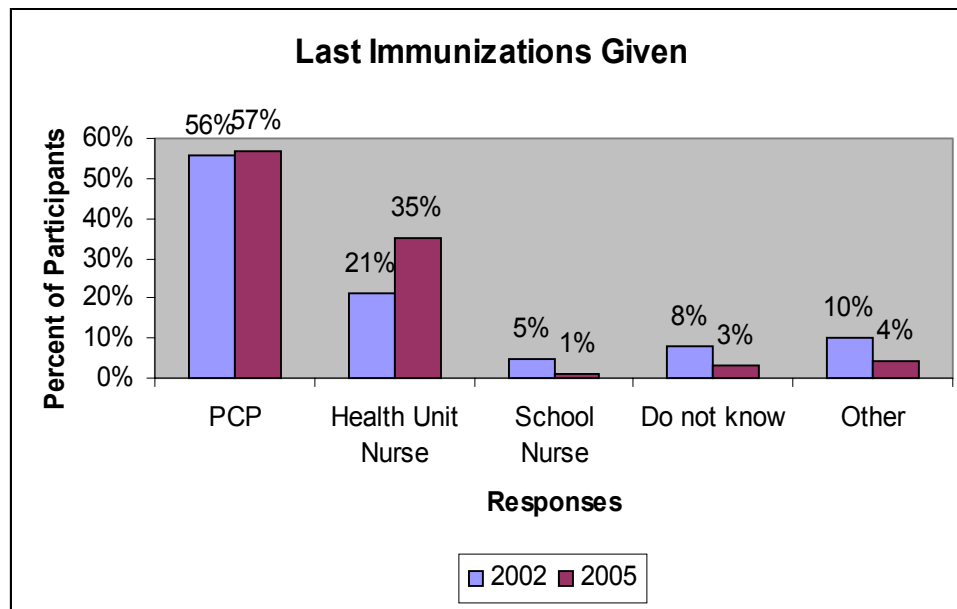


Children's Health Care Delivery

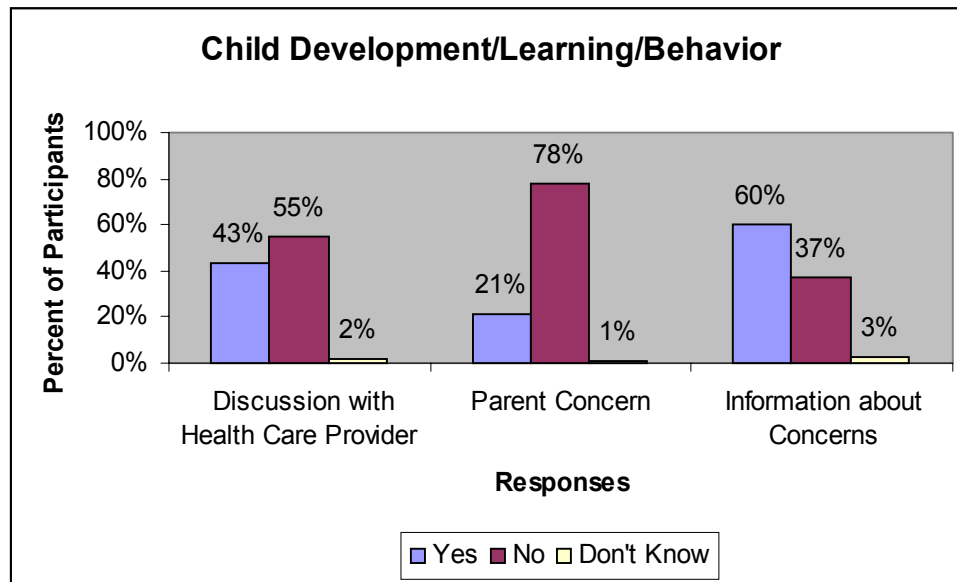
- **Question 23-** Ninety-five percent of respondents stated that their child was current with their immunizations as compared to eighty-nine percent who chose this answer in the previous survey. Four percent stated that their child was not current with their immunizations compared to five percent who chose this answer in the previous survey. One percent stated they “did not know” compared to six percent who chose this answer in the previous survey. An increase in respondent awareness of their child’s immunization status is noted. The following chart represents these findings.



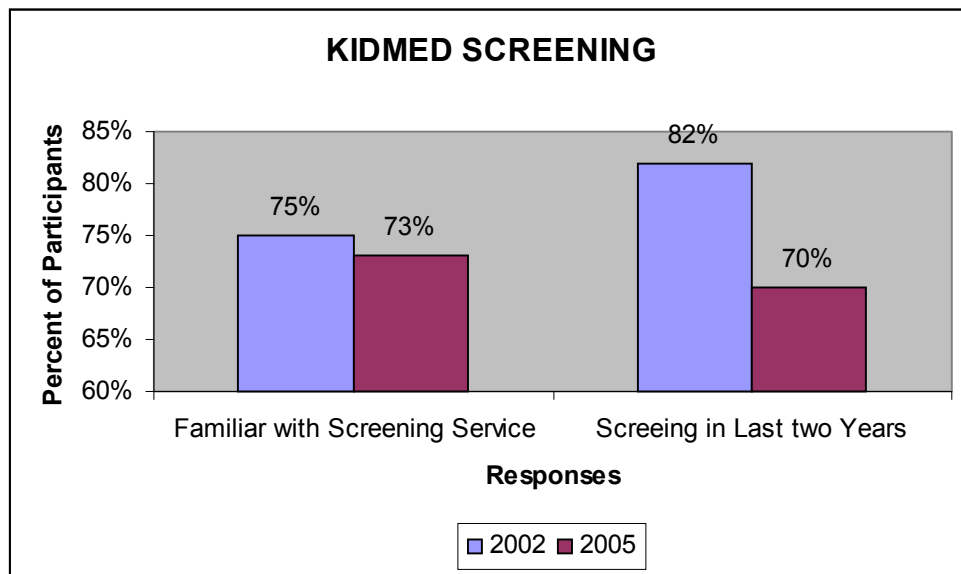
- Question 24-** Fifty-seven percent of the respondents stated that their CommunityCARE doctor gave their child their last immunization compared to fifty-six percent who chose this answer in the previous survey. Thirty-five percent stated the Health Unit Nurse gave their child their last immunization compared to twenty-one percent who chose this answer in the previous survey. One percent stated that the school nurse gave their child their last immunizations compared to five percent who chose this answer in the previous survey. Three percent stated they “did not know” compared to eight percent who chose this answer in the previous survey. Four percent stated the immunizations were given by “other” compared to ten percent who chose this answer in the previous survey. Noted is an increase in the Health Units participation in the administration of immunizations along with an increase in the respondent’s knowledge about their child’s immunization status. The following chart represents these findings.



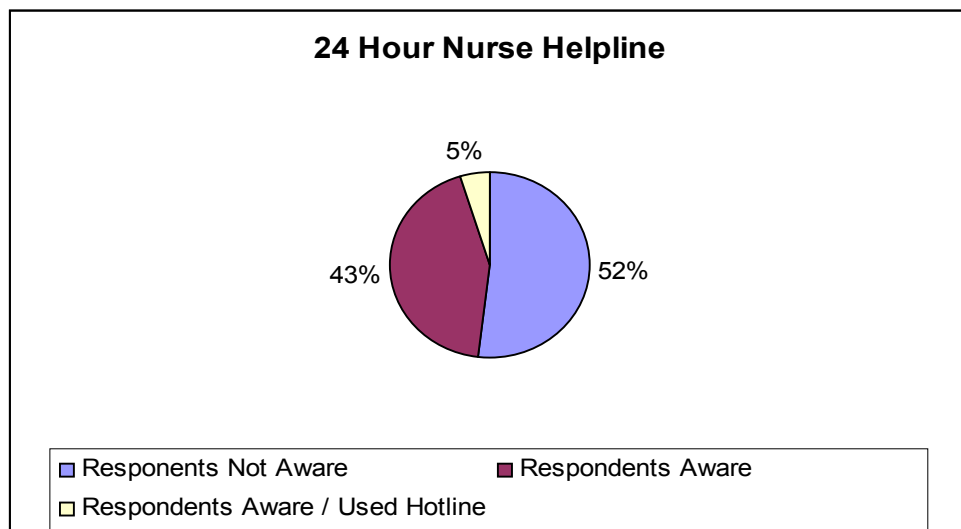
- **Question 25 and 26-** Forty-three percent of respondents stated that their child's Provider discussed their child's learning, development or behavior with them. Fifty-five percent stated that their child's Provider did not discuss their child's learning, development or behavior with them. Twenty-one percent of respondents had concerns about their child's learning, development or behavior. Seventy-eight percent of respondents had no concerns about their child's learning, development or behavior. Out of the twenty-one percent of respondents with concerns about their child's learning, development or behavior, sixty percent received information about these concerns and thirty-seven percent received no information about these concerns. The following chart represents these findings.



- Question 27-** Seventy-three percent of the respondents stated that they are familiar with KIDMED screening services compared to seventy-five percent who chose this answer in the previous survey. Seventy percent of respondents stated that their child had received a KIDMED screening in the past two years compared to eighty-two percent who chose this answer in the previous survey. A decline in respondents stating that their children had received KIDMED screenings is noted. The following chart represents these findings.



- Question 29-** Fifty-two percent of respondents were not aware of the 24 Hour Nurse Helpline. Forty-eight percent of respondents were aware of the 24 Hour Nurse Helpline. Five percent of respondents had called the 24 Hour Nurse Helpline. One Hundred percent of respondents who called the 24 Hour Nurse Helpline stated they were either very satisfied or satisfied. The following chart represents these findings.



Conclusion:

The 2005 Enrollee Satisfaction Survey results show positive trends as well as potential problems. Positive trends include:

- Enrollee's satisfaction with the process of choosing a Doctor increased by eleven percent.
- Eighty-nine percent of enrollees indicated that making an appointment with their Doctor is very easy or easy.
- Eighty-eight percent of enrollees indicated that their Doctor's staff is always or usually courteous and helpful.
- Eighty-eight percent of enrollees indicated that they are very satisfied or satisfied with their Doctors explanation of their medical conditions and treatments.
- Eighty-seven percent of enrollees indicated that they are very satisfied or satisfied that their Doctor found and treated their medical problems.
- Ninety-three percent of enrollees indicated that their Doctor spends more than enough or enough time with them.
- Eighty-seven percent of enrollees reported no obstacles in obtaining medical care.
- Reported emergency room use has decreased by eight percent.
- Providers offering educational material have increased by six percent.
- Ninety-five percent of enrollees indicated that their child is current with their immunizations. Parent's knowledge of their children's immunization status has increased.

Potential Problems include:

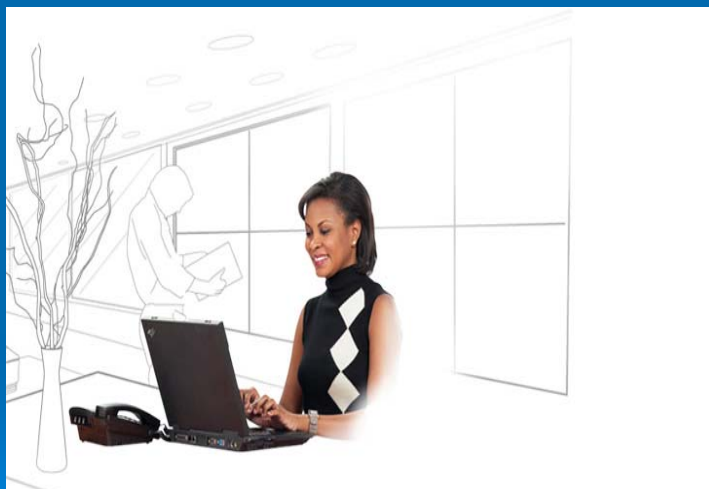
- Enrollee's time spent in Doctors waiting rooms has increased by eight percent.
- Enrollee's knowledge about how to contact their Doctor after hours has not changed. Forty-eight percent of enrollees do not know how to contact their Doctor after hours.
- Enrollee's reporting difficulty with scheduling an appointment has increased by nine percent. Enrollee's reporting difficulty with obtaining transportation has increased by twenty-five percent.
- Thirty-eight percent of respondents reported that their Provider does not offer education material.
- Twenty percent of enrollees reported use of the emergency room for medical care.
- Fifty-five percent of enrollees reported that their Doctor did not discuss their child's learning, development and behavior with them. Of the parents reporting concern about their child's learning, development and behavior, forty percent did not receive any information about this topic.
- Twenty-seven percent of enrollees are not familiar with KIDMED screening services.
- Of the enrollees that are aware of the KIDMED screening services, thirty percent reported that their child did not have a KIDMED screening in the last two years.
- Fifty-two percent of enrollees were not aware of the availability of the 24-Hour Nurse Helpline.

Recommendations

- Keep an ongoing monitor of the amount of time enrollees spend in their Providers waiting room. Too much time spent waiting to see a Provider may cause the enrollee to go to the emergency room or abandon medical care all together. Both of these options may increase the cost of the enrollee's medical care.
- Send a refrigerator magnet with a place to write the Provider's Name, Office phone number and After Hours phone number. Include the CommunityCARE hotline phone number and Nurse Helpline phone number on this magnet. Enrollees who do not know how to contact their Doctors after hours are more likely to seek medical care at the emergency room. Small business cards are easily misplaced and lost. Having a refrigerator Magnet will give each enrollee this information at their fingertips. See Appendix 3 magnet. Distribute "When to go to the Emergency Room" Brochures. See Attachment 2 for sample brochure.
- Conduct a focus study to consider transportation problems that CommunityCARE enrollees encounter. Identifying the reason for this problem will aid in the planning and implementation of a solution.
- Send each CommunityCARE enrollee a brochure listing web pages and phone numbers for educational resources. Distribute educational brochures to Provider Sites for placement in Provider waiting rooms for CommunityCARE enrollees. See Attachment 1 for sample brochure. Providing educational resources for CommunityCARE enrollees will empower them to investigate and learn about their health and medical care.
- Distribute information sheets listing normal childhood learning, development and behavior for Providers to share with the Parents of CommunityCARE recipient's. Include a KIDMED Screening Record Card for medical screenings as a reminder for the Provider as well as for the parents of the recipient. By request of DHH, production of developmental information sheets called "Step by Step" are currently in progress. See Appendix 4 for sample KIDMED Screening Record Card.
- Continue with annual enrollee satisfaction surveys to determine areas in need of improvement for the CommunityCARE program.

Appendix I

Customer Service Representative



Training

Conducting an Enrollee Satisfaction Survey



Objectives

- Survey Purpose
- Telephone Interview do's
- Telephone Interview don'ts
- Confidentiality
- Target Population
- Survey Instrument
- Conclusion



Purpose



- The Enrollee Satisfaction Survey was developed to monitor Medicaid Enrollee Satisfaction with:
 1. the CommunityCARE Program
 2. the Enrollee's Primary Care Provider
- ACS Formulates Reports from Careful Data Analysis of Survey results. This information is considered by DHH while planning improvements to the Community Cares Program

Confidentiality



- All information that would allow someone to identify the Enrollee or Enrollee's family will be kept confidential. ACS will not share Enrollee personal information with anyone without the Enrollee's consent. The Enrollee may choose to answer this survey or not. The decision not to participate will not influence the benefits the Enrollee receives.

Telephone Interview do's



- **Smile**
- **Be Polite**
- **Speak Clearly**
- **Ask each question exactly as it is written**
- **Follow the order given**
- **Ask every question**
- **Let the Enrollee finish each Answer**
- **Record responses immediately**
- **Politely thank the Enrollee when Finished**

Telephone Interview Dont's

- Don't frown or scowl
- Don't be rude
- Don't mumble
- Don't rephrase or paraphrase the question
- Don't ask the questions in random order
- Don't skip questions
- Don't finish sentences for the Enrollee
- Don't wait to record the answers
- Don't just hang up when finished



Who to Call

- A list of Enrollees will be assigned to you.
- The List will be divided into sections with a number of enrollees names and numbers under each section.
- Call the first person in the first section of the list. If this person does not answer, call the next person in the same section, if this person does not answer continue down the list in the same section until you reach someone and are able to complete a Survey
- After contacting one person in a section move to the next section and follow procedure above until a survey is completed
- One person from each section must be contacted to complete a Survey

Example

<u>Enrollee Name</u>	<u>Phone Number</u>
➤ John Doe	445-6363
➤ Mickey Mouse	445-7891
➤ Lorraine Bobbitt	445-3567
➤ Oprah Winfrey	445-7879
➤ Tom Cruise	445-8767
➤ Jack Nicholson	445-2526
➤ Tanya Hardy	445-0987
➤ Ben Stiller	445-9056
➤ Michael Jackson	445-0246
➤ Eric Clapton	445-9898
➤ Martha Stewart	445-6890
➤ Coby Bryant	445-0754



What should you do if the Enrollee does not speak English???

- ACS subscribes to a 24-Hour Telephone Language Service
- 1. Place the non-English speaker on hold by pressing the conference button on your phone
- 2. **Dial 1-888-326-2686**
- 3. Give your Operator
 - Language Need
 - **Company Access Code (278100)**
 - Your Name
- 4. Add the non-English speaker by pressing the conference button on your phone
- 5. Wait for the operator to get your Interpreter on the line
- 6. Brief your interpreter on the nature of the call.
- 7. Conduct the Interview



The Age Old Questions

If the Enrollee is under 18,

You must speak to

the Enrollee's parent or guardian.



Survey Instrument



← RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

INTRODUCTION: Hello, my name is (your name) and I'm calling today to find out more about the health care Medicaid patients receive through the CommunityCARE and KIDMED programs and hopefully take some of your suggestions on how the program and services can be improved. Do you have a few minutes to answer some questions in order to help us improve this program?

1. Enter the recipient's Medicaid ID Number:

2. What is the recipient's DOB?
 / / Age Years

3. Is the recipient male or female?
☐ Male
☐ Female

4. What parish does the recipient live in?

5. What is the recipient's zip code?

1-5 6-9 10-12 13-15 16-18 19-21 22-24 25-26 27-28 29 End

SAVE
CLEAR
EXIT

← RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

6. Who is your / your child's CommunityCARE Doctor?
☐ Do not know *If the recipient does not know, here is a phone number for them to find out or the Agency: (800) 338-2222*

7. When first enrolling in CommunityCARE, rate your experience choosing a CommunityCARE Doctor?
☐ Very Easy
☐ Easy
☐ OK
☐ Difficult
☐ Very Difficult
 If the recipient answered "Difficult or Very Difficult", please explain:

8. Have you / your child ever received medical care from your CommunityCARE Doctor?
☐ Yes
☐ No
 If "Yes", how long has the recipient been receiving medical care from their CommunityCARE Doctor?
 Year:
 Month:

9. Rate your experience in making appointments with your CommunityCARE Doctor:
☐ Very easy
☐ Easy
☐ OK
☐ Difficult
☐ Very difficult
 If the recipient answered "Difficult or Very difficult", please explain:

1-5 6-9 10-12 13-15 16-18 19-21 22-24 25-26 27-28 29 End

SAVE
CLEAR
EXIT

← RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

10. Typically, how much time do you spend in the waiting room?

☐ 0 - 29 minutes
☐ 30 - 59 minutes
☐ 60 or more minutes

11. Do you know how to get medical care when your doctor's office is closed?

☐ Yes
☐ No

If the recipient answered "Yes", please explain how:

12. Rate the courtesy and helpfulness of your / your child's CommunityCARE Doctor's staff.

☐ Always courteous and helpful
☐ Usually courteous and helpful
☐ OK
☐ Usually not courteous and helpful
☐ Never courteous and helpful

1-5 6-9 10-12 13-15 16-18 19-21 22-23 24-26 27-28 29 End

SAVE
CLEAR
EXIT

← RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

13. Rate your satisfaction with your CommunityCARE Doctor's explanation of your / your child's medical condition and treatment plan.

☐ Very satisfied
☐ Satisfied
☐ OK
☐ Dissatisfied
☐ Very dissatisfied
☐ Not applicable - No medical problems

13 a. How satisfied is the recipient that their medical problems were found and treated?

☐ Very satisfied
☐ Satisfied
☐ OK
☐ Dissatisfied
☐ Very dissatisfied

14. Has your CommunityCARE Doctor or his nurse given you any health educational material such as pamphlets, brochures, booklets, or handouts available to them?

☐ Yes
☐ No

15. Do you feel that the amount of time your CommunityCARE Doctor spends with you was ...

☐ More than enough time
☐ Enough time
☐ Not enough time

1-5 6-9 10-12 13-15 16-18 19-21 22-23 24-26 27-28 29 End

SAVE
CLEAR
EXIT

RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

16. Is there anything that gets in your way when getting medical care?

☐ Yes **16 a.** If the recipient answered "Yes", what makes it difficult? (Choose the one answer that applies the most.)

☐ No

☐ Cost of an appointment

☐ No transportation

☐ Cost of prescriptions

☐ Cost of transportation

☐ Other, please specify: _____

17. Rate your overall opinion regarding the medical care you / your child receives from your CommunityCARE Doctor:

☐ Very satisfied

☐ Satisfied

☐ OK

☐ Dissatisfied

☐ Very dissatisfied

☐ Have not needed medical care

If the recipient answered "Dissatisfied or Very dissatisfied", please explain:

18. Have you called the CommunityCARE hotline (1-800-339-2122) with a problem or a question?

☐ Yes **18 a.** If "Yes", rate your overall satisfaction with the hotline staff?

☐ No

☐ Not aware of hotline

☐ Very satisfied

☐ Satisfied

☐ OK

☐ Dissatisfied

☐ Very dissatisfied

If the recipient answered "Dissatisfied" or "Very dissatisfied", please explain:

15 6-9 10-12 13-15 **16-18** 19-21 22-23 24-26 27-28 29 End

SAVE CLEAR EXIT

RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

19. In addition to your CommunityCARE doctor, where else do you go for medical attention?

☐ Spoken

☐ Hospital Emergency Room

☐ Ambulance Service

☐ Health Unit

☐ Community Clinic

☐ Other

☐ None

If the recipient answered "Hospital Emergency Room", please explain why:

20. Rate your / your child's general health before enrolling in the CommunityCARE program:

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

21. Rate your / your child's general health after enrolling in the CommunityCARE program:

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

☐ Can't say

15 6-9 10-12 13-15 16-18 **19-21** 22-23 24-26 27-28 29 End

SAVE CLEAR EXIT

← RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

22. Rate your overall satisfaction with the CommunityCARE program.

☐ Very satisfied
☐ Satisfied
☐ OK
☐ Dissatisfied
☐ Very dissatisfied

If the recipient was "Satisfied" or "Very satisfied", what does the recipient like about the program?

If the recipient was "Dissatisfied" or "Very dissatisfied", what does the recipient not like about the program?

23. Is your child up-to-date with their immunizations? (If under 21 years old only)

☐ Yes
☐ No
☐ Don't know
☐ Care not to let doctor know

15 6-9 10-12 13-15 16-18 19-21 22-23 24-26 27-28 29 End

SAVE
CLEAR
EXIT

← RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

24. Who gave your child their last immunization?

☐ JCH
☐ Health Department
☐ School nurse
☐ Travel nurse
☐ Other (please specify):

25. In the past 12 months, did your child's doctor or other health care provider (nurse) talk to you about your child's learning, development or behavior?

☐ Yes
☐ No
☐ Don't know

26. In the last 12 months, did you have any concerns about your child's learning, development or behavior?

☐ Yes
☐ No
☐ Don't know

26 a. If so, did your child's doctor or other health care provider (nurse) give you specific information on how to address those concerns?

☐ Yes
☐ No
☐ Don't know

15 6-9 10-12 13-15 16-18 19-21 22-23 24-26 27-28 29 End

SAVE
CLEAR
EXIT

← RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

27. Are you familiar with KIDMED screening service?

☐ Yes ☐ No ☐ Don't know

27 a. If the recipient answered "Yes", has your child received a KIDMED screening in the past two years?

☐ Yes ☐ No ☐ Don't know

27 b. If the recipient answered "Yes", what type of screening?

☐ Blood ☐ Urine ☐ Stool ☐ All of the above

28. Is the recipient answering these questions for his or herself?

☐ Yes ☐ No

If "No", how are they related to the recipient?

☐ Spouse ☐ Grandchild ☐ Grandson ☐ Granddaughter ☐ Other (please specify) _____

SAVE CLEAR EXIT

15 6-9 10-12 13-15 16-18 19-21 22-23 24-26 27-28 29 End

← RECIPIENT SATISFACTION SURVEY - [Recipient Satisfaction Survey]

INTERVIEWER: If parent or guardian is answering questions for a child, please keep the answers focused on the child's physician.

29. Are you aware that there is a 24 hour Nurse Helpline available to you?

☐ Yes ☐ No

If the recipient does not know, please provide the Recipient with the 24-hour Nurse Helpline phone number: (1-800-328-1201).

29 a. If the recipient answered "Yes", have you ever used the 24 hour Nurse Helpline?

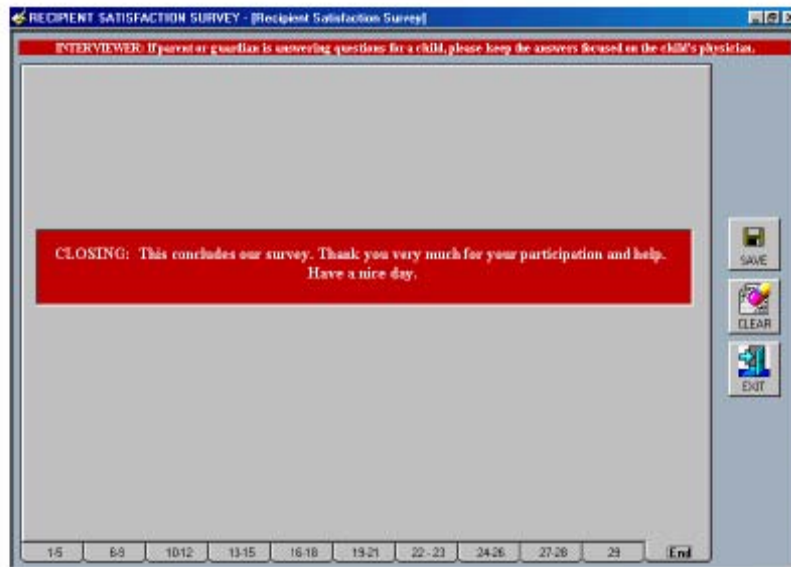
☐ Yes ☐ No

29 b. If the recipient answered "Yes", how would you rate the usefulness of the Helpline?

☐ Very useful ☐ Useful ☐ OK ☐ Not useful ☐ Very dissatisfied

SAVE CLEAR EXIT

15 6-9 10-12 13-15 16-18 19-21 22-23 24-26 27-28 29 End



Age is Important!!!!

Questions # 23, 24, 25, 26, 27 and 28 will automatically turn on for enrollees **under the age of 18**. Make sure you interview the parents or guardians of persons under 18 years old.

For Enrollees **over 18** you will not be able to click on these questions, they will be turned off.

Conclusion



- The Accurate collection of data through computer assisted telephone surveys depends on the Skills of the Customer Service Representatives
- The Customer Service Representatives Role in the collection of this data is indispensable and vital for the successful completion of the Survey

Your hard work and talent can Make a Difference!

Appendix II

Question 7: When first enrolling in CommunityCARE, rate the recipient's experience choosing a CommunityCARE Doctor? If the recipient answered "Difficult or Very Difficult, please explain:

- COULDN'T FIND A DR THAT SUPPORTED BREAST FEEDING
- HARD TO GET DR IN RUSTON
- THEY CAN'T GET HER NAME IN THE COMPUTER
- HARD TO FIND SOMEONE TO ACCEPT THE CARD
- SOME OF DOCTORS WERE NOT ACCEPTABLE
- DID NOT USE DOCTOR WAS ASSIGNED TO THEM
- ASSIGNED TO WRONG DR. HAD TO GET TRANSFERRED BACK. LOTS OF RED TAPE
- FINDING THE ADDRESS WAS DIFFICULT
- NEED TO GO BACK TO THE WAY SYSTEM WAS. DRS ARE TERRIBLE
- COULDNT CHOOSE OWN DR
- DIDN'T HAVE MANY MEDICAID DOCTORS IN THEIR PARISH TO CHOOSE FROM, THEY HAD TO GOTO BATON ROUGE FOR A DOCTOR
- THEY WERE BOOKED UP
- COULDN'T FIND A DOCTOR
- TRYING TO FIND SOMEONE IN HER AREA
- COULDN'T GET HER DR. WASNT SATISFIED WITH DR
- WANTED SPECIAL DOCTOR
- DRS TOO FAR. HARD TO CHANGE DRS
- FINDING A DR
- WASN'T A DR IN HIS AREA. HAD TO FAR TO GO FOR DR. NOT A RELIABLE PROGRAM FOR TRANSPORTATION
- NOT SATISFIED WITH 1ST DOCTOR
- HAD TO CHANGE DOCTORS AND DOES NOT LIKE HER CHOICES
- WASN'T TOO MANY TO CHOOSE FROM

Question 9: Experience Making Appointments. If the recipient answered “Difficult or Very Difficult, please explain:

- DURING THE MARDI GRAS COULDN'T GET A APPOINTMENT
- THE SYSTEM IS NOT THE BEST TRANSITION, LONG WAIT
- CAN'T GET IN SOMETIME
- THEY SCHEDULE AN APPOINTMENT 1 MONTH AFTER SHE CALLS
- HOURS ARE DIFFERENT
- FREQUENTLY
- HARD TO GET APPOINTMENT WITH DR
- PRETTY BUSY
- HAVE TO WAIT TOO LONG FOR APPOINTMENT
- DRS TOO BUSY
- RESCHEDULE TOO MANY TIMES
- USUALLY TAKES A FEW MONTHS

Question 16A: Reason for obstacles in obtaining medical care

- ELIGIBILITY MISSUNDERSTANDINGS SOMETIMES
- HAS 2 OTHER CHILDREN
- HAS 6 KIDS
- NOT ENOUGH DOCTORS TAKE
- SOMETIME DIFFICULT TO MAKE IT TO APPOINTMENT, NOTHING IN SPECIFIC GIVEN
- SOMETIMES THEY ARE CLOSED DURING REGULAR BUSINESS HOURS
- TROUBLE GETTING REFFERALS

Question 17: Recipients Opinion regarding their medical care. Recipient responses for “Dissatisfied and Very Dissatisfied “

- COULD HAVE PICKED A BETTER DOCTOR
- DR STILL NOTDIAGNOSED PROBLEM
- DOESN'T TAKE ENOUGH TIME WITH PATIENTS
- WANTS ANOTHER DR
- NEVER SEES THE ACTUAL DOCTOR ALWAYS A NURSE PRACTITIONER
- DR HAS NOT DIAGNOSED HER PROBLEM
- DR. PATTERSON DOES NOT TAKE THE TIME TO FIND OUT WHAT IS REALLY WRONG
- DR. STERN IS VERY OLD, WOULD LIKE PEDIATRICIAN
- DOESN'T WANT TO GIVE REFERRAL AND SHE'S ON OXYGEN
- VERY NOSEY, SNOBBY
- NOT A GOOD DR

Question 18: Has the recipient called the hotline with a problem or a question?

18a: Rate Hotline Staff

Recipient responses for “Dissatisfied and Very Dissatisfied “

- CALLED FOR RIDE BUT DIDN'T GET ANSWER
- THEY NEVER CHANGED DR OVER
- NOT ABLE TO SOLVE THE PROBLEM AT THE TIME
- TOLD HER SHE HAD TO GO TO THE EMERGENCY AND DIDN'T ANSWER YOUR QUESTION
- THEY PUT YOU ON HOLD OR THEY NEVER ANSWER
- THEY ASKED THE REASON FOR THE COMPLAINT AND ACTED LIKE HER PROBLEM WASN'T A BIG DEAL
- HAS TROUBLE WITH GETTING A DENTIST
- MEDICARE DOESNT PICK UP PAIN MGT
- VERY RUDE, SHORT, ABRUPT, NO PATIENCE, FELT LIKE SHE WAS BEING RUSHED OFF THE PHONE

Question 19: In addition to CommunityCARE doctor, where else do you go for medical attention? Recipient responses for using emergency room:

- CHILD HAD A FEVER
- HAS NOT GOTTEN A DOCTOR YET
- AFTER HOURS
- ON THE WEEKEND
- NO APPOINTMENT AVAILBLE
- IF UNABLE TO CONTACT PRIMARY CARE PHYSICIAN
- WHEN OFFICE IS CLOSED
- IF CAN'T GET A DOCTORS APPOINTMENT
- WHEN CAN'T GET TO DOCTOR
- TOOK WHEN COULDN'T GET A APPOINTMENT WITH DOCTOR
- ONLY WHEN CAN'T GET A HOLD OF THE DOCTOR

Question 22: Overall satisfaction with the CommunityCARE program. If the recipient answered “Satisfied” or “Very satisfied”, the recipient likes:

- MAKE SURE YOU HAVE GOOD CARE
- ANY QUESTION OR NEED OF HELP, THEY ARE THERE FOR YOU
- QUICK CARE
- DOCTOR IS GOOD
- LIKE KIDMED PROGRAMS
- THE PHYSICIAN REALLY FOCUSES ON THE WELL BEING OF THE CHILD
- WORKS WELL, HAD PROBLEMS WITH TEETH, HAS GOOD DENTIST
- VERY HELPFUL AT LOW COST, CONVENIENT, FRIENDLY PEOPLE
- NURSES TAKE THE TIME TO TALK
- IT PROVIDES THE SERVICES THATS NEEDED FOR THE CHILD
- IT'S EASY TO GET APPOINTMENTS, EASY TO SWITCH DOCTORS
- ABILITY TO CHOOSE DOCTOR, GOOD WITH TRANSPORTATION, ABLE TO CALL AND SWITCH
- HELP AND COULDNT GET MEDICAL CARE WITHOUT COMMUNITY CARE

- EASY TO ENROLL
- CAN BRING CHILD TO DOCTOR ANYTIME WITHOUT HAVING TO PAY ANY MONEY
- MEDICINE IS CHEAPER
- THE FACT THAT WITHOUT IT, MEDICAL CARE WOULD NOT HAVE BEEN SOUGHT
- REMIND OF IMMUNIZATIONS
- TAKE CARE OF BUSINESS
- HE'S GETTING THE CARE HE NEEDS FOR HIS CONDITION, COMMUNICATES WITH HIM VERY WELL
- COVERS 100 PERCENT AND THEY ARE NICE AND HELPFUL
- MAKING SURE CHILD GETS ONCE A YR CHECK UP
- CAN CALL TO GET INFO FOR HELP BEFORE A CRISIS OCCURS
- DR CLOSE TO WHERE I LIVE, DR IS VERY PROFESSIONAL
- JUST CALL THE DOCTOR DOESN'T HAVE TO GO TO THE EMERGENCY ROOM
- SHE LIKES HAVING A 24 HOUR NURSE CALL
- SHE LIKES THE DOCTORS AND THE PHARMACY

Recipient's comments:

If the recipient answered "Dissatisfied" or "Very dissatisfied", the recipient doesn't like:

- COULD HAVE LEFT IT ALONE, HAD TO CHANGE DOCTORS
- DOES NOT LIKE NEW PROGRAM. PATIENT HAS NO POWER AND JUST DEALT WITH LIKE A NUMBER. HAS TO WAIT TOO LONG FOR APP. DRS ALWAYS BOOKED.
- DOESN'T LIKE THE FACT THAT YOU CAN ONLY GO TO ONE DOCTOR
- DR APPT DOESNT GO THRU ALL THE TIME CAUSE APPROVAL IS NOT RECORDED///UPSET ONE CHILD PAST AWAY UNDER DR'S CARE///
- DR NOT DIAGNOSING PROBLEM
- HARD TO GET INTO THE DENTIST
- HAS A PROBLEM GETTING DENTAL CHECKUPS AND ORTHODONTICS
- NEEDS HELP WITH BRACES CAN'T AFFORD THEM AND WAS DENIED
- TAKES TOO LONG IN WAITING ROOM
- WANTS MORE VISITS BECAUSE HER VISITS RUN OUT. SHE HAS TO GO TO THE EMERGENCY ROOM BECAUSE VISITS RUN OUT

Appendix III

Sample Magnet



Before you go to the Emergency Room for Routine
Medical Care or if you are not sure if you have a medical
Emergency Please Call Your

CommunityCARE Doctor _____

After Hours Phone Number _____

Or

The 24-Hour CommunityCARE Nurse Helpline

1-866-529-1681

Your Medicaid card may not cover treatment in the emergency room for minor
illnesses and injuries that should have been treated by your Doctor

CommunityCARE Member Hotline 1-800-259-4444

Appendix IV

Louisiana KIDMED Medical Screening Record

 <p>Louisiana KIDMED Medical Screening Record</p>	Childs Name:	Birth date:
Scheduled Screening Age	Age at time of Screening:	Date:
<i>Birth</i>		
<i>By One Month</i>		
<i>Two Month</i>		
<i>Four Month</i>		
<i>Six Month</i>		
<i>Nine Month</i>		
<i>Twelve Month</i>		
<i>Fifteen Month</i>		
<i>Eighteen Month</i>		
<i>Two Year</i>		
<i>Three Year</i>		
<i>Four Year</i>		
<i>Five Year</i>		
<i>Six Year</i>		
<i>Eight Year</i>		
<i>Ten Year</i>		
<i>Twelve Year</i>		
<i>Fourteen Year</i>		
<i>Sixteen Year</i>		
<i>Eighteen Year</i>		
<i>Twenty year</i>		